January 15, 2015

Prospective Offerors are hereby notified of the following:

1. In 3.62 Failures and Omissions
   A. Adjustment of Charges
      The adjustments will not exceed the proposed hourly wage rate. General methods
      and options are discussed in 3.40 and 3.41. Replace with 3.66 Consequences of
      Contractor’s Failure to Perform and 3.67 Liquidated Damages and Penalties

2. Questions and Answers attached.

SUPPLIERS signed addendum is due on or before due date & time.

Suppliers Acknowledgment:
I hereby acknowledge this Addendum No. 2

_________________________________  ______________________________
Company Name                                      Authorized Signature

_________________________________  ______________________________
Date                                      Title
RFP 5732 Unarmed Security Guard Services
Pre-Proposal Conference
Questions and Answers

Questions

1. With respect to the MMPI-2 testing referred to in RFP Section 3.37, 6th bullet on page 31 and RFP Section 3.30.2 "Psychological Testing" on page 36. We have been advised that this particular test could expose the security provider to claims of violation of the Americans with Disabilities Act because many of the questions included in the test are not strictly job related. May bidders substitute the 16 PF Questionnaire that has been validated for armed and unarmed guard positions?

Answer: The question is too broad to answer, in that it does not illustrate the specific ADA issue or section of concern within the test. As stated during the pre-bid conference, you must illustrate your ability meet the requirements and your willingness to comply with the RFP but also submit an alternative proposal.

Questions

2. The 16 PF Questionnaire may also be evaluated by Human Resources professionals who are certified in the proper evaluation of the question responses. May such professionals evaluate the 16PF Questionnaire in satisfaction of the requirement in RFP Section 3.27 “Background Check, 8th bullet on page 31? 

Answer: As stated during the pre-bid conference, you must illustrate your ability meet the requirements and your willingness to comply with the RFP but may also submit alternative proposal.

Questions

3. Requirement in RFP 3.30.2 "Psychological Testing" on page 36. Bidders are to provide their "method of illustrating appropriately administered testing consistent with national standards for guards for physical agility and psychological testing". We are unaware of any national standards for either type of testing. Could the County please supply the testing standards along with confirmation that those have been validated as essential to each position to which they apply.

Answer: National Standards refer to industry standards commonly used by professionals in the industry. In addition, I have provided some standards, laws and codes which relate nationally to the above topic: Title VII of the Civil Right Act, Minnesota Multiphasic Personality Inventory (nationally recognized), OSHA Advisory 3335-10N 2007 Preparing and Protecting Security Personal in Emergencies, U.S. Department of Labor, Occupational Safety and Health Administration, OSHA Publication 2254, NFPA 601 and

Questions

4. Requirement in RFP Section3.27, 7th bullet on page 31 to "obtain financial references to ensure that the applicant is not in financial difficulty". We understand that employers such as private security officer service companies are subject to the requirements of federal law as well as Section 1024.5 of the California Labor Code which defines the very limited basis on which employers may conduct credit checks of California residents for employment purposes. Can bidders assume that credit checks will be required only in compliance with the foregoing statutory parameters?
Answer: The requirement is to ensure that individuals with access to government property are clear for access. Your screening requirements for employment are separate from the contract.

Questions

5. Want to confirm the lunch and break requirements. Could you please confirm that for the courthouse screening area, officers need to be relieved by a rover or supervisor who is not leaving another post to provide said relief?

Answer: Yes

Questions

6. At all other locations, officers are able to take lunch and breaks on-site, they cannot leave the site, but that relief does not have to be provided? Is this correct?

Answer: No. This condition only applies to the Security Control Room. All other posts require appropriate relief in that there is no eating on post.

Question

7. Page 15 – Acquisition & Mergers – Please indicate why this is an issue and what the county is worried about regarding an Acquisition or Merger, this will help us understand the question and fully explain ourselves.

Answer: The question is presumptuous. The County is not worried.

Question

8. Page 16 – 3.5 Service Credit – Is this paragraph only for work that was not performed and still billed? Or does the county expect a credit for work that was not performed and also not billed?

Answer: The credit includes all that is owed the County in terms of penalties, fines and fees.

Question

9. Requirement in RFP 3.30.2 "Psychological Testing" on page 36. Bidders are to provide their "method of illustrating appropriately administered testing consistent with national standards for guards for physical agility and psychological testing".

We are unaware of any national standards for either type of testing. Could the County please supply the testing standards along with confirmation that those have been validated as essential to each position to which they apply.

Answer:

3.30 Physical Qualifications clearly outlines the physical requirements for guards utilized under the resulting contract.

3.30.2 Psychological Testing Identifies requirements as follows: Testing shall be either The Minnesota Multiphasic Personality Inventory (MMPI) or a reasonable substitute as approved by the County of Ventura Liaison or Security Manager.

All security guards need to be mentally able to make split-second decisions and judgment calls within a moment's notice. Sometimes, these judgments are the difference between life and death. As such, the ability to exercise sound judgment expeditiously is a job requirement.
Question

10. Page 28 - It says “(Spanish/English) Guards posted at the Hall of Administration and Hall of Justice Kiosks/Government Center Site, Telephone Road, Vanguard Building, and all kiosk function locations, during business hours must be bilingual with an increase of $0.50 per hour. (At least one at all times at Ventura Medical Center)”. Do all posts and levels of officers receive a shift differential for being bilingual or is it only the non-leadership positions?

Answer:

It is for the positions defined within the RFP.

Question

11. Page 33 – Section 3.29 – Was the “All Employees must be, a United States citizen” included by mistake? Should it read “All Employees must be, a United States citizen, legal resident of the US or have a valid work permit and authorized to work in the US”? Without such a change we would have to take exception as it is discriminatory under the law.

Answer:

No mistake. The law prohibits employers from hiring only U.S. citizens or lawful permanent residents unless required to do so by law, regulation or government contract; it also prohibits employers from preferring to hire temporary visa holders or undocumented workers over qualified U.S. citizens or other protected individuals, such as refugees or individuals granted asylum.

By law, employment at most U.S. Government agencies is limited to U.S. citizens. However, if they (County) determines there are no qualified U.S. citizens available for a position, non-citizens may be hired provided immigration law and other legal requirements are met.

See http://www.eeoc.gov/laws/practices/inquiries Citizenship.cfm

Question

12. Page 34 – Will there be any other shots or tests given to the HCA guards that have not be described in the RFP?

Answer:

There could be other shots that have not been identified, but could be required later on during the contract service. All shots are provided at Contractors cost.

Question

13. Page 34 – Please define what considered “communicable diseases” are and provide clear guidance on what is and is not accepted.

Answer:

Basically a diseases is termed communicable (CD) if it is infectious and can be transmitted from a sick person to a healthy person via direct contact, contact or exchange of bodily fluids, or even through an indirect contact (like touching something that's been touched by an infected person).
Question

14. Page 38 – Section 3.33 – “Contractor’s employees and agents are not authorized at any time to allow any individuals (employees and non-employees included) onto, or facilitate access into any County premises without approval from the Contract Administrator. In addition, to all other indemnification conditions of this contract, Contractor shall indemnify and hold the County harmless from any all claims for damages resulting from or proximately caused by Contractor’s failure to cause compliance with this provision.”

Please clarify the above paragraph, it reads that we cannot let anyone into the building without the administrators approval, this would mean that for each individual we would have to get separate approval from the administrator for their access into a facility, this seems like it would not be feasible, do the facilities not have public areas?

Answer:
This is correct. No one enters County premises representing the contract without the Contract Administrator’s prior approval.

Question

15. Page 58 – 3.62, A. Adjustment of Charges, it looks like the sections referenced are not the correct ones, please provide clarification.

Answer:
See first page of addendum.

Question

16. What data/information needs to be fed into the Crystal Xcelsius software? We are trying to determine if our systems are compatible with Crystal Xcelsius software but are unsure what this will be used for and why our systems will need to feed data into it.

Answer:
It will be used for the presentation of performance indicators.

Question

17. What Salaries or hourly wage do the current Account Manager and Admin Support Clerk receive and will the county like them to stay on in their current positions should another company be selected? (Assuming they wish to transition to the new company).

Answer:
Account Manager and Administrative clerks are vendor staff personnel. See page 18 Section 3.8 last paragraph clearly states: Account Manager’s and Administrative Support Clerks time are not billable to the County.

Question

18. Section 3.38 Training Requirements, No. 1 states, ”Provide healthcare specific training coupled with ongoing training to sustain a high security service level”. Is there any further guidance available on what constitutes “healthcare specific” training?

Answer:
Extensive training that prepares security officers to handle situations specific to the Ventura Healthcare Agency which includes fire safety, crisis prevention, domestic preparedness, blood borne pathogens and the management of aggressive behavior. This also includes customer service and safety training that demonstrates the mere presence of a professional healthcare security officer can enhance the atmosphere of safety for both County staff and patients. And that security guards understand that white glove service is essential in healthcare security as it pertains to exceeding patient care and customer service expectations.